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| **Post title:** | Domestic General Services Assistant (Scarborough Spa) |
| **Grade:** | AB |
| **Responsible to:** | Duty Manager |
| **Staff managed:** | None |
| **Directorate:** | Community Development |
| **Service:** | Venues and Leisure  |
| **Job family:** | **OS - Operational Support**  |
| **Date of issue:** | February 2023 |

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| Job context |
| The Scarborough Spa is a multi-use venue holding many different functions and events through the year. The grade 2 listed building is made up of a large hall (used for shows, trade exhibitions etc) a 550 seat theatre, a large ball room (able to hold 500 diners) and some smaller meeting spaces. The Scarborough Spa also has a fully operational restaurant (Farrers) which is open year round. The post holder will work with the operational team to ensure all areas of the venue are maintained to a high standard and ready for visitors. The role consists of many daily duties (cleaning carpets, public areas of convenience etc.) along with cleaning and sorting the large function spaces between performances. |

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| **Job Purpose:** | **To assist in the day-to-day running and delivery of the facilities, entertainments and functions provided by the Service and to ensure that the front line operation provides excellent customer service.** |

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| Operational management: | * To ensure health and safety standards are maintained, incorporating current Covid-19 procedures and guidance focusing on staff & customer safety, cleaning, and disinfecting, first aid and cash handling.
* To ensure that all regulatory legislation relating to Health and Safety and relevant hygiene legislation is always adhered to.
* To ensure the correct use of equipment/cleaning materials in accordance with Health & Safety/COVID-19 Practises and COSHH Regulations.
* To be alert to fire hazards, accident situations and the general wellbeing of users whilst in the building/carriages. Act as Fire Marshall in the event of an emergency evacuation.
* To carry out regular cleaning of all equipment and accessible areas across the entire service ensuring that areas are kept clean and tidy, bins emptied and the removal of rubbish to outside waste disposal skips. To carry out periodic deep cleans.
* Undertaking regular cleaning and polishing, as instructed, to include floors, walls, toilets, showers, glass, carpets, fixtures and fittings, furniture and equipment to a high standard.
* Ensuring external areas are kept clean and tidy, emptying of litterbins and removal of rubbish to outside waste disposal skips.
* Following established procedure to report accidents, unusual incidents, and maintenance issues.
* The Post holder will be expected to be flexible and provide cover in the absence of colleagues, as required, and undertake such other duties considered appropriate by Senior Managers.
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| Communications | * To ensure that excellent customer service is provided at all times by ensuring that courteous and positive attitudes are presented and that any complaints, comments are dealt with quickly and efficiently.
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| Resource Management  | * To receive and check deliveries, maintaining stock rotation, carry out stock checks and monitoring cleaning materials stock levels reporting any shortages to line managers.
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| Person Specification: |  |
| Essential | **Desirable** |
| Knowledge and Experience* Educated to a good standard to include good basic skills in English and Maths.
* Working knowledge of Health and Safety and Hygiene regulations including COSHH.
 | * Current First aid certificate.
* Ability to travel for work purposes
* Health and Safety/COSHH Certificate.
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| Occupational Skills* Effective customer service skills.
* Effective communication and interpersonal skills.
* Experience of working without constant supervision and as part of a team.
* Ability to deal with challenging situations.
* Enthusiastic and self-motivated.
* Willingness and ability to work with, and support team effectiveness.
* The ability to be confident and positive when dealing with complaints and difficult situations.
* Able to self-motivate, use own initiative, multi task and work calmly under pressure.
* High attention to detail and consistent high standards
 | * Previous cleaning experience including use of machinery
* Experience of working within a busy customer focused environment.
* Ability to present a professional, friendly, warm welcoming image.
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| Behaviours [Link](http://www.northyorks.gov.uk/article/23524/What-you-should-know-before-applying-for-a-job) |  |
| Other Requirements* Flexible approach to duties, hours and location.
* Availability to work flexible daytime, evening and weekend shifts.
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| Career progression: |
| * At NYC we value our employees, and as part of this we can provide wider opportunities to progress in your career. Through discussion with your manager identify areas of interest and consider avenues to progress to them, e.g. apprenticeships and work shadowing/coaching.
* As a large council we have a range of roles, across our services, and can provide a wealth of career and development opportunities to help our employees find fulfilling career development opportunities.
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| Structure |
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NB – Assessment criteria for recruitment will be notified separately.
Optional - Statement for recruitment purposes: You should use this information to make the best of your application by identifying some specific pieces of work you may have undertaken in any of these areas. You will be tested in some or all of the skill specific areas over the course of the selection process.